



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Illinois Bell Telephone Company
for Filing Period 4/1/2008 to 6/30/2008
Tracking Number 2216

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.44	1.50	1.61	1.52
B. Operator Answer Time - Information Section 730.510(a)(1)	4.34	5.18	5.24	4.92
C. Repair Office Answer Time Section 730.510(b)(1)	26.08	51.14	69.07 *	48.76
D. Business or Customer Service Answer Time Section 730.510(b)(1)	56.45	61.35 *	70.92 *	62.91 *
E. Percent of Service Installations Section 730.540(a)	93.62 %	97.28 %	95.84 %	95.84 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	95.78 %	97.24 %	95.84 %	96.26 %
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.73	1.53	1.75	1.67
H. Percent Repeat Trouble Reports Section 730.545(c)	7.49 %	7.93 %	6.60 %	7.32 %
I. Percent of Installation Trouble Reports Section 730.545(f)	13.07 %	10.38 %	14.16 %	12.46 %
J. Missed Repair Appointments Section 730.545(h)	1029	698	708	812
K. Missed Installation Appointments Section 730.540(d)	511	468	573	517

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$4,986.87	\$2,547.12	\$6,111.87	\$13,645.86
B. Number of credits issued for repairs - 24-48 hours	1667	1001	1791	4459
C. Number of credits issued for repairs - 48-72 hours	141	73	210	424
D. Number of credits issued for repairs - 72-96 hours	28	20	44	92
E. Number of credits issued for repairs - 96-120 hours	18	5	15	38
F. Number of credits issued for repairs > 120 hours	20	6	18	44
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	12384	7511	16027	35922
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$65,124.90	\$62,405.26	\$50,107.29	\$177,637.00
B. Number of installations after 5 business days	764	413	450	1627
C. Number of installations after 10 business days	22	14	15	51
D. Number of installations after 11 business days	66	81	60	207
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3273	2343	2034	7650
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$77,000.00	\$58,300.00	\$64,050.00	\$199,350.00
B. Number of customers receiving credits	1534	1161	1272	3967
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

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